

**Integrated Accessibility Standards Multi-Year Plan (AODA – Ontario)
Accessibility for Ontarians with Disability Act, 2005**

Part 1 - General Requirements					
Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	Accessibility policy and Accessible Client Service Plan has been created and approved. Accessibility policy posted on website	Completed	November 1, 2011
4	Accessibility Plans	4. (1) Large organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.	(a) Multi - year accessibility plan drafted (b) Multi - year accessibility plan to be posted on NYCH’s new website	(a) Completed (b) Ongoing – Share with communications team to upload on new NYCH website (c) Ongoing	January 2020

Part 1 - General Requirements

Section	Initiative	Description	Action	Status	Compliance Date
7	Training	<p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies including managers, directors and board members</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>AODA training is part of onboarding tasks and has been made mandatory for all staff and volunteers. All employees (full-time, part-time and Supply/On call staff) and volunteers must complete an online AODA training as soon as they join NYCH. This training must be completed by staff within 3 months of their date of hire, by volunteers within 2 months of their start date.</p> <p>(b) Board members have to complete this training within 3 months of the first meeting after joining the board, depending on the board's training schedule.</p> <p>(c) NYCH is working on ensuring that all consultants who work on behalf of NYCH complete this training if they have not completed it in the past. NYCH is also going to ensure that the training completion clause is mentioned in all future partner agreements.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing compliance since 2011</p>

Part 2 - Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<p>11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	<p>An external complaints policy has been created which is accessible through our website and is made available upon request in the most accessible format possible.</p> <p>NYCH’s Accessibility policy and Accessible Client Service Plan states that clients who wish to provide feedback on the way NYCH provides programs and services to people with disabilities can do so via e-mail, verbally, or through our suggestion box.</p> <p>All feedback will be directed by staff to the Director of People and Culture, Program Director or Executive Director.</p> <p>Clients can expect to hear back within 5 days with regards to their complaint and any related process.</p>	Ongoing	August 14, 2010, and November 1, 2011

Part 2 - Information and Communications Standards					
Section	Initiative	Description	Action	Status	Compliance Date
12	Accessible Formats & Communication Supports	<p>12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that considers the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons</p> <p>12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports</p>	<p>Upon request, NYCH will provide or arrange provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the requesting person’s accessibility needs and at a cost that is no more than the regular cost charged to other persons.</p> <p>Our Accessibility policy and Accessible Client Service Plan states that we will communicate with people with disabilities in ways that consider their disability.</p> <p>Incorporate language in program flyers, brochures and presentation material, key NYCH forms, and website to advise that accessible format may be made available upon request.</p>	<p>Ongoing</p> <p>Ongoing</p>	November 1, 2011
14	Accessible Websites & Web Content	<p>14.2 Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<p>NYCH’s new website conforms with the (WCAG) 2.0</p>	Completed	March 2023

Part 3 -Employment Standards					
Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	All internal/external postings have a statement regarding our commitment to providing accommodations for applicants with disabilities, and they should let us know in advance to work with them to meet their needs.	Completed	November 1, 2011
23	Recruitment, Assessment or Selection Process	<p>23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p>	<p>Upon request for accommodation, selection committees to consult with the applicant on available accommodation. Selection committees to also consult with HR as needed.</p> <p>Management Team to be trained to include this information in the recruitment process</p>	Completed	November 1, 2011
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Management is being trained to notify this to successful applicants when making verbal offers.	Ongoing	

Part 3 -Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
25	Informing Employees of Supports	<p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.</p>	<p>We have posted our Accessibility policy and Accessible Client Service Plan on Health and Safety Boards at all locations and shared this document via Health and Safety channel on Teams/ HR Intranet page with existing staff.</p>	Completed	November 2011
		<p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment</p>	<p>Our Accessibility policy and Accessible Client Service Plan is included in the new hire packet which is sent to all new employees via our human resources management system.</p>	Completed	November 2018
		<p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Our Accessibility policy and Accessible Client Service Plan is reviewed every few years and existing employees are notified of any changes/ updates</p>	Ongoing	

Part 3 -Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
26	Accessible Formats & Communication Supports for Employees	<p>26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>On request, employees have been provided with computer or electronic aids to make communication more accessible. Program Managers work with HR to procure appropriate equipment.</p> <p>On request, employees have worked with Program Managers and HR to procure equipment/ devices.</p>	<p>Ongoing</p> <p>Ongoing</p>	April 12, 2018

Section	Initiative	Description	Action	Status	Compliance Date
27	Workplace emergency response information	<p>27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to help the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability</p> <p>(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies</p>	<p>NYCH has developed a process to work on individualized workplace emergency response for employees who have temporary and permanent disabilities. The plan includes a form that must be completed by employee. Based on the details shared on the form, the HR Manager and works on an individualized workplace emergency plan.</p> <p>Part of the process with employee's consent</p> <p>Part of the process</p> <p>Part of the process</p>	Completed	April 12, 2018

28	Documented individual accommodation plans	<p>28.(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> (a) The way an employee requesting accommodation can participate in the development of the individual accommodation plan. (b) The means by which the employee is assessed on an individual basis. (c) The way the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and how it can be achieved. (d) The steps taken to protect the privacy of the employee's personal information. (e) The frequency with which the individual accommodation plan will be reviewed and updated and the manner that it will be done. (f) If an individual accommodation plan is denied, the way the reasons for the denial will be provided to the employee. (g) The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability. 	<p>NYCH HR team to check with staff at regular intervals in case there is any change in employee's accommodation needs. NYCH HR team to also check with staff in case their location changes or when NYCH reviews its general emergency response policies.</p> <p>Individual accommodation plans are kept by HR in employee HR file.</p> <p>Accessibility Policy to be expanded in 2024 to include a section for more details on the process and steps for creating, reviewing, and documenting individualized accommodation plans.</p>	Ongoing	April 12, 2018
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Part 3 -Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
29	Return to work process	<p>29 . (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations to return to work; and</p> <p>(b) shall document the process.</p> <p>(2) The return-to-work process shall:</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>(3) The return-to-work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>NYCH has established a return –to work process. This process includes HR Manager/ Employee’s manager and employee, getting together and creating a return-to-work plan before the employee returns to work.</p> <p>Prior to creating a work plan, an employee must submit a Functional Abilities Form (FAF) which is used as a guide to develop a Return-To-Work (RTW) plan which is a written document and is signed by the employee’s manager and employee and submitted to the HR team.</p> <p>In instances where a WSIB claim is made, NYCH HR team and the employee’s manager works closely with WSIB ‘s return to work case manager and the employee to create a Return-To-Work (RTW) plan and review the plan at regular intervals.</p>	Ongoing	April 12, 2018

Part 3 -Employment Standards					
Section	Initiative	Description	Action	Status	Compliance Date
30	Performance Management	30. (1) An employer that uses performance management in respect of its employees shall consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	All managers consider and consider the accessibility needs and accommodation plans of employees with disabilities at the time performance management	Completed	April 12, 2018
31	Career development and advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities		Completed	August 13, 2019